



## OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP -2022-DEHS-01-STATE

No.	Question	Answer
1.	<p><b>Section 1, Introduction, Subsection 1.2 and Appendix G, SDU Information Technology Provisions Statement of Work, Section 4, Subsection 4.6</b></p> <p>Please clarify the contract term.</p>	See Addendum #3.
2.	<p><b>Section 1, Introduction, Subsection 1.2</b></p> <p>Is there a timeline for when this project must be started or awarded?</p>	See Subsection 1.2.
3.	<p><b>Section 2, Background, Subsection 2.2, Paragraph 2.2.1</b></p> <p>a) Please provide an average for three-month volumes for 2018, 2019, and 2020 for vendors to have better insight into the volume of payments.</p> <p>b) Average number of monthly paper financial instruments for 2018, 2019 and 2020</p> <p>c) Average number of monthly of total payment transactions that resulted from the monthly paper financial instruments. For 2018, 2019 and 2020</p> <p>d) Average number of electronic collection payment transactions received for 2018, 2019 and 2020</p> <p>e) Why is there still a high percentage of paper</p>	<p>a) This is information is unknown at this time.</p> <p>b) This is information is unknown at this time.</p> <p>c) This is information is unknown at this time.</p> <p>d) This is information is unknown at this time.</p> <p>e) This is information is unknown at this time.</p>



No.	Question	Answer
	disbursements?	
4.	<p><b>Section 2, Background, Subsection 2.2, Paragraph 2.2.1, Subparagraph 2.2.1.1.</b></p> <p>a) Please provide the average monthly payment volume received via paper instruments and the monthly payment volume received electronically.</p> <p>b) What is the frequency of disbursements for the program? For example, on average, does each payee receive two disbursements per month? Four disbursements per month?</p> <p>c) What is the average number of disbursements per claim for the program?</p> <p>d) How many unique individuals received the 11,500 payments?</p>	<p>a) See Paragraph 2.2.1.</p> <p>b) Within two (2) business days of receiving the payment. Payments are disbursed daily.</p> <p>c) This information is unknown.</p> <p>d) This information is unknown at this time.</p>
5.	<p><b>Section 2 Background, Subsection 2.2, Paragraph 2.2.1, Subparagraph 2.2.1.1</b></p> <p>Regarding the current debit card program, please provide the following information over the last 12 months:</p> <ul style="list-style-type: none"> <li>• Number of active cards;</li> <li>• Number of loads per month;</li> <li>• Dollar amount of loads per month;</li> <li>• Number of ATM withdrawals per month;</li> <li>• Dollar amount of ATM withdrawals per month;</li> </ul>	<p>This information is unknown at this time.</p>



No.	Question	Answer
	<ul style="list-style-type: none"> <li>• Number of teller withdrawals per month;</li> <li>• Dollar amount of teller withdrawals per month;</li> <li>• Number of POS PIN transactions per month;</li> <li>• Dollar amount of POS PIN transactions per month;</li> <li>• Number of POS signature transactions per month;</li> <li>• Dollar amount of POS signature transactions per month;</li> <li>• Number of transfers to a personal bank account per month;</li> <li>• Dollar amount of transfers to a personal bank account per month;</li> <li>• Number of live agent phone calls per month; and</li> <li>• Number of IVR calls per month.</li> </ul>	
6.	<p><b>Section 2 Background, Subsection 2.2, Paragraph 2.2.1, Subparagraph 2.2.1.3</b></p> <p>a) In lieu of mailing paper statements to direct payors not subject to income withholding, can selected vendor provide an alternative methods for providing payment reminders and payment capability?</p> <p>b) In lieu of mailing paper statements to employers to facilitate the payment of income withholding, can the selected Vendor provide optional alternative methods for providing payment reminders and payment ability?</p>	<p>a) This is for vendors to determine and propose.</p> <p>b) This is for vendors to determine and propose.</p> <p>c) No.</p> <p>d) This is for vendors to determine and propose.</p> <p>e) Confirmed.</p> <p>f) This is for vendors to determine and propose.</p>



No.	Question	Answer
	<p>c) Could the Department provide a sample of the monthly billing statement that is produced and mailed by the selected Vendor?</p> <p>d) Will the selected vendor have to provide both the envelope and address label for this billing?</p> <p>e) Please confirm the monthly billing statements for Direct Payment Cases aligns with the Appendix D, Price Schedule, row labeled "Coupon Payments".</p> <p>f) Is the state willing to consider solutions that do not include the mailing of billing statements to employers? To individuals?</p>	
7.	<p><b>Section 2, Subsection 2.2, Paragraph 2.2.1, Subparagraph 2.2.1.3.</b></p> <p>a) How many electronic Income withholding payments are received each month?</p> <p>b) Please confirm the Income Withholding Coupons generated for Wage Withholding cases on a weekly basis aligns with the Appendix D, Price Schedule, row labeled "Coupon Payments".</p> <p>c) How many paper Income withholding payments are received each month?</p>	<p>a) This information is unknown at this time.</p> <p>b) Confirm.</p> <p>c) This information is unknown at this time.</p>
8.	<p><b>Section 2, Subsection 2.2, Paragraph 2.2.1, Subparagraph 2.2.1.3.</b></p> <p>a) In lieu of mailing paper statements to arrearage only cases not subject to income withholding, can the</p>	<p>a) This is for vendors to determine and propose.</p> <p>b) Confirm.</p>



No.	Question	Answer
	<p>selected Vendor provide optional alternative methods for providing payment reminders and payment ability?</p> <p>b) Please confirm if the Arrearage Only Cases Bills and Coupons align with Appendix D, Price Schedule, row labeled "Coupon Payments".</p>	
9.	<p><b>Section 2, Subsection 2.2, Paragraph 2.2.1. Subparagraph 2.2.1.4</b></p> <p>a) Are all payments at the District Office(s) received in person over the counter, or are some via regular mail?</p> <p>b) In the current process of using Form 681 or 697, does it apply to both mailed in payments and in person over the counter payments?</p> <p>c) When the selected Vendor processes the payments received at the SDU from the District Office(s), what is the date of collection to be used when posting the payments, the date received at the District Office or at the SDU or as listed on the form?</p> <p>d) Would the Department consider alternative methods of processing these payments that continue to be received District Offices?</p>	<p>a) Both.</p> <p>b) Yes.</p> <p>c) The date the SDU processes the payment.</p> <p>d) This is for vendors to determine and propose.</p>
10.	<p><b>Section 2, Subsection 2.2, Paragraph 2.2.1, Subparagraph, 2.2.1.4</b></p> <p>a) Can the State provide a monthly average or annual number of lien payments received by the SDU and forwarded to the Department?</p>	<p>a) For 2020, sixty-four (64) lien payments were received.</p> <p>b) No.</p>



No.	Question	Answer
	b) Will the Department permit the SDU Vendor to process lien payments based on the Department's payment-specific instructions or business rules for proper distribution of lien collections in NECSES?	
11.	<p><b>Section 2, Subsection 2.2 Paragraph 2.2.1, Subparagraph 2.2.1.5, Part 2.2.1.5.5</b></p> <p>If the financial instrument is negotiable but does not provide complete posting information, or does not balance to the remittance, does the Department want the selected Vendor to deposit these items, or research them for a designated period (e.g., 3 days) which may ultimately result in sending the check back to the sender?</p>	Please see Subparagraph 3.3.6.10.
12.	<p><b>Section 2, Subsection 2.2, Paragraph 2.2.1, Subparagraph 2.2.1.5, Parts 2.2.1.5.6 and 2.2.1.5.7.</b></p> <p>What are the acceptable methods for transmitting images and supporting documentation to the Department?</p>	The selected Vendor will be responsible for determining the method of transmission of images and documentation to the department.
13.	<p><b>Section 2, Subsection 2.2 Paragraph 2.2.1, Subparagraph 2.2.1.5, Part 2.2.1.5.7.</b></p> <p>a) Would the Department be open to Vendor solutions that would return the non-negotiable payments directly to the originator without need to forward to Department-designated office?</p> <p>b) What is the method of forwarding of payments? (i.e., hand delivery, USPS, bonded courier).</p> <p>c) What are the approximate daily volumes?</p>	<p>a) This is for vendors to determine and propose.</p> <p>b) This is for vendors to determine and propose.</p> <p>c) This information is unknown at this time.</p>



No.	Question	Answer
14.	<p><b>Section 2, Subsection 2.2., Paragraph 2.2.1, Subparagraph 2.2.1.5 Part 2.2.1.5.8.</b></p> <p>a) Would the Department be open to receiving this information digitally instead of physical documents?</p> <p>b) What is the method of forwarding of termination employment information? (i.e., hand delivery, USPS, bonded courier).</p> <p>c) What are the approximate daily volumes?</p>	<p>a) This is for vendors to determine and propose.</p> <p>b) This is for vendors to determine and propose.</p> <p>c) This information is unknown at this time.</p>
15.	<p><b>Section 2, Subsection 2.2, Paragraph 2.2.1, Subparagraph, 2.2.1.6</b></p> <p>Does the Department plan to continue offering paper checks as an option?</p>	Yes
16.	<p><b>Section 2, Subsection 2.2. Paragraph 2.2.1., Subparagraph 2.2.1.6.</b></p> <p>a) Is the Department interested in speeding up this process as well as allowing additional alternative disbursement methods?</p> <p>b) Does the Department currently disburse electronically to any foreign CSE agencies?</p>	<p>a) This is for vendors to determine and propose.</p> <p>b) Yes.</p>
17.	<p><b>Section 2, Subsection 2.2., Paragraph 2.2.1, Subparagraphs 2.2.1.6 and 2.2.1.7</b></p> <p>a) Is the Department receiving 22,500 EFT/EDI transactions per month making the overall EFT/EDI</p>	<p>a) Yes.</p> <p>b) That information is unknown at this time.</p>



No.	Question	Answer
	<p>at 41%?</p> <p>b) What is the reason for such a high percentage of paper transactions?</p>	
18.	<p><b>Section 3, Subsection 3.1, Paragraph 3.1.1., Subparagraph 3.1.1.1</b></p> <p>a) Would the Department consider allowing payment processing and customer service to be performed in a location outside New Hampshire?</p> <p>b) Is the current SDU operation site located in New Hampshire?</p> <p>c) If so, in what City.</p> <p>d) Are all SDU services performed at this facility?</p>	<p>a) No.</p> <p>b) Yes.</p> <p>c) Undisclosed.</p> <p>d) Yes.</p>
19.	<p><b>Section 3, Subsection 3.1, Paragraph 3.1.3, Subparagraph 3.1.3.5, Part 3.1.3.5.1</b></p> <p>a) Can the Department provide the current mail pickup schedule?</p> <p>b) Is the Saturday requirement related to the high volume of paper transactions currently received at the SDU?</p> <p>c) Would the Department consider removing the Saturday requirement if selected vendor can complete all other same day requirements without the need to work on a Saturday unless at its own discretion?</p> <p>d) What is the address of the post office where the PO Boxes are located?</p>	<p>a) See Part 3.5.3.5.1.</p> <p>b) See Part 3.5.3.5.1.</p> <p>c) This is for vendors to determine and propose.</p> <p>d) See Paragraph 3.1.3.</p> <p>e) 7:30AM Monday through Saturday.</p> <p>f) This information is unknown at this time.</p> <p>g) This information is unknown at this time.</p> <p>h) This information is unknown at this time.</p>





No.	Question	Answer
	<p>e) What is the earliest pick-up time available at the post office for PO Box mail retrieval?</p> <p>f) What is the average number of envelopes received each day of the week, Monday through Saturday?</p> <p>g) What is the peak daily volume of envelopes received in a month?</p> <p>h) What is the largest number of envelopes received and processed in a single day with the last 3 years?</p>	
20.	<p><b>Section 3, Subsection 3.2, Paragraph 3.2.1, Subparagraph 3.2.1.1</b></p> <p>a) Can the Department provide examples of the current layouts for monthly billing they are using?</p> <p>b) Is the Department open to changing any of the monthly billing coupons?</p> <p>c) Does the Department expect the Vendor to maintain that NCP Billing preference information?</p> <p>d) Or will there be two files, one for paper bills and one for electronic bills?</p>	<p>a) No.</p> <p>b) See Appendix F, Section 1 through 4.</p> <p>c) This is for vendors to determine and propose.</p> <p>d) This is for vendors to determine and propose.</p>
21.	<p><b>Section 3, Subsection 3.2., Paragraph 3.2.1., Subparagraph 3.2.1.3</b></p> <p>a) How are the electronic version of monthly bills (Form 684) and associated payment coupons electronically transmitted to the payors now?</p> <p>b) What is the volume and the percentage of payors</p>	<p>a) Via a web-based portal.</p> <p>b) This information is unknown at this time.</p> <p>c) This is for vendors to determine and propose.</p>



No.	Question	Answer
	<p>choosing to use the electronic billing?</p> <p>c) Would the Department be open to methods that would increase the use of electronic payments over the continued use of paper for direct payors, employers, and arrearage only cases?</p>	
22.	<p><b>Section 3, Subsection 3.2, Paragraph 3.2.2, Subparagraph 3.2.2.1</b></p> <p>How will the Vendor get this info to send the bills to employers?</p>	Please see Appendix F, Section 3.
23.	<p><b>Section 3, Subsection 3.2, Paragraph 3.2.2, Subparagraph 3.2.2.5</b></p> <p>a) Will the Department send the selected vendor one file each week, four times a month, or will there be one file containing all four bills for the month?</p> <p>b) Does the selected vendor send the bills to the NCP four times a month or just once that include all four bills?</p>	<p>a) See Section 3.2.1</p> <p>b) See Section 3.2.1.</p>
24.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.1, Subparagraph 3.3.1.4</b></p> <p>Would the Department consider accepting digital wallet payment forms such as PayPal, Venmo, Google Pay, and Apple Pay?</p>	This is for vendors to determine and propose.
25.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.2, Subparagraph 3.3.2.3</b></p>	a) See Section 3.3.2.3.



No.	Question	Answer
	<p>a) Please describe the current process for employers to receive electronic coupons and return them with payment to the SDU.</p> <p>b) Is the Department willing to consider modern alternatives to this process?</p>	<p>b) This is for vendors to determine and propose.</p>
26.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.1, Part 3.3.6.1.3</b></p> <p>Please provide the Department's current business rules for accepting, identifying and posting of payments for each payment type.</p>	<p>See Subparagraph 2.2.1.5.</p>
27.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.3</b></p> <p>a) On average how many payments in foreign currency are received?</p> <p>b) What currencies other than USD and CAD does the SDU receive?</p>	<p>a) In 2020 there were 102 payments in foreign currency.</p> <p>b) Of the 120 payments in foreign currency the Department received GBP £ (the British Pound Sterling) and CAD (Canadian Dollars). See Addendum #3.</p>
28.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.4</b></p> <p>Will the selected Vendor be required to provide an image retrieval system for SDU and BCSS staff members to access for research purposes, or will images be hosted on the BCSS system and access provided to SDU employees for research activities?</p>	<p>See Subparagraph 3.3.6.4</p>
29.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.6,</b></p>	<p>See Subparagraph 3.3.6.9.</p>



No.	Question	Answer
	<b>Subparagraph 3.3.6.9.</b> What are the acceptable methods for transmitting non-negotiable financial instruments to the Department?	
30.	<b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.6</b> a) What are the current approved methods for handling exception transactions for direct payments, wage withholding payments, and payments received from out-of-state agencies? b) Is the Department willing to consider alternative methods for handling exception transactions?	a) This is for vendors to determine and propose. b) This is for vendors to determine and propose.
31.	<b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.8</b> a) Is the Department open to the selected Vendor making multiple deposits per day? b) Is the Department open to reducing the original document storage from 60 days to 30 days?	a) Yes. b) No.
32.	<b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.10</b> What are the Department's business rules when the issue cannot be resolved the same day?	See Subparagraph 3.3.6.13.
33.	<b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraphs 3.3.6.11 and 3.3.6.12</b>	Weekly



No.	Question	Answer
	Can the Department confirm the frequency at which the Department loads validation data to the Vendor's cross-reference database?	
34.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.12</b></p> <p>a) Please provide the file layout or data elements used to populate the file that loads the current cross-reference database.</p> <p>b) Is the Department providing all the validation data for the vendor to use internally, which may not be in a "cross reference database"?</p>	<p>a) See Addendum #3 and Attachment #1, EFT Lockbox File Layout.</p> <p>b) Yes.</p>
35.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.6, Subparagraph 3.3.6.13, Part 3.3.6.13.2</b></p> <p>a) If multiple transactions are listed without information, what are the business rules for posting a payment as unidentified using generic ID (AAA00000)?</p> <p>b) Who is responsible to fully resolve, identify and process the unidentified payments once the SDU transmits to NECSES?</p>	<p>a) Each unidentified payment needs to be posted individually using the generic ID AAA00000.</p> <p>b) The Department.</p>
36.	<p><b>Section 3, Subsection 3.3, Paragraph 3.3.7, Subparagraph 3.3.7.1</b></p> <p>Is the reference to Subparagraph 4.1.3.4 intended for Subparagraph 4.1.2.6?</p>	See Addendum #3.
37.	<b>Section 3, Subsection 3.4, Paragraph 3.4.2,</b>	Yes.



No.	Question	Answer
	<b>Subparagraph 3.4.2.1</b> Is the 24-hour requirement for business days only?	
38.	<b>Section 3, Subsection 3.4, Paragraph 3.4.2, Subparagraph 3.4.2.2</b> a) What are the specific approved circumstances and/or reasons that allow payees to receive paper checks? b) Does the Department anticipate these reasons to remain the same or can they change?	a) The specific circumstances can be found here: <a href="http://www.gencourt.state.nh.us/rules/state_agencies/h-e-w400.html">http://www.gencourt.state.nh.us/rules/state_agencies/h-e-w400.html</a> b) The Department does not anticipate any changes.
39.	<b>Section 3, Subsection 3.5</b> Please confirm Paragraph 3.5.1 is intentionally omitted.	See Addendum #3.
40.	<b>Section 3, Subsection 3.5, Paragraph 3.5.1, Subparagraph 3.5.1.1.</b> Please confirm any costs to payors should be identified in Appendix D only.	Confirmed.
41.	<b>Section 3, Subsection 3.5, Paragraph 3.5.2, Subparagraph 3.5.2.1.</b> a) How many employers use this method now? b) If this solution is not widely utilized, can it be removed?	a) This information is unknown at this time. b) No.
42.	<b>Section 3, Subsection 3.5, Paragraph 3.5.3, Subparagraph 3.5.3.8</b> What types of adjustments to the cardholder's account	All adjustments are subject to Department approval.



No.	Question	Answer
	balance would require 90 calendar days prior notice to the Department?	
43.	<b>Q3</b> Please confirm that any costs to payees should be identified in Appendix D only.	Specific fee amounts must be identified in Appendix D only.
44.	<b>Q4</b> Please confirm any costs/fees to payees should be identified in Appendix D only.	Specific fee amounts must be identified in Appendix D only.
45.	<b>Q8</b> Will the Department indicate which method vendors should use to measure their processing accuracy rates under Paragraph 3.5.8 requirements for EFT/EDI transaction processing for child support payee cardholders?	This is for vendors to determine and propose.
46.	<b>Section 3, Subsection 3.6, Paragraph 3.6.2, Subparagraph 3.6.2.1</b> Will web payment portal users be required to become a registered user for the user to store their payment information in a digital wallet environment?	This is for vendors to determine and propose.
47.	<b>Section 3, Subsection 3.6, Paragraph 3.6.2, Subparagraph 3.6.2.1, Part 3.6.2.1.1</b> a) How many electronic payments are made through the self-service web portal by payment type (credit card,	a) This information is unknown at this time. b) This information is unknown at this time. c) No.



No.	Question	Answer
	<p>debit card and EFT)?</p> <p>b) What is the average dollar amount of each payment type?</p> <p>c) Would the Department provide a copy of the SDU's Merchant Services Statement?</p>	
48.	<p><b>Section 3, Subsection 3.6, Paragraph 3.6.2, Subparagraph 3.6.2.1.5.</b></p> <p>Does “detailed deposit information” mean deposits of child support payments to payee cardholder accounts?</p>	Yes.
49.	<p><b>Section 3, Subsection 3.6, Paragraph 3.6.2, Subparagraph 3.6.2.1, Part 3.6.2.1.7</b></p> <p>a) Is there a requirement to provide an SDU Help Desk?</p> <p>b) What is the volume of contacts received by the help desk by month for the prior 12 months?</p> <p>c) Where should Vendors address this requirement within their proposals?</p>	<p>a) See Paragraph 3.8.1.</p> <p>b) There have been less than ten (10) web portal assistance requests per week.</p> <p>c) See Subparagraph 7.2.5.2.</p>
50.	<p><b>Section 3, Subsection 3.6, Paragraph 3.6.2, Subparagraph 3.6.2.1, Part 3.6.2.1.9</b></p> <p>Are the links to be available for access for nonpayment and bill access?</p>	This is for vendors to determine and propose.
51.	<p><b>Q10</b></p> <p>Will the State clarify types of account balance adjustments the Vendor is required to perform, for payors versus</p>	This information is unknown at this time.





No.	Question	Answer
	payees, and provide information on the frequency and/or volume of Vendor adjustments?	
52.	<b>Section 3, Subsection 3.7. and Subsection 3.8.</b> Is the SDU providing general customer service to all SDU customers (similar to call center services) or only debit cardholders?	See Subsection 3.7 and Subsection 3.8.
53.	<b>Section 3, Subsection 3.7., Paragraph 3.7.1.</b> Does the Department require the Vendor to provide an ARU for payors in addition to payee cardholders?	See Q11.
54.	<b>Section 3, Subsection 3.8., Paragraph 3.8.2, Subparagraph 3.8.2.2.</b> Will the Department accept Relay New Hampshire to satisfy the TTY requirement?	Yes.
55.	<b>Section 3, Subsection 3.10.</b> Can the Department provide the current bank account structure for the SDU?	This is for vendors to determine and propose.
56.	<b>Section 3, Subsection 3.10, Paragraph 3.10.1, Subparagraph 3.10.1.1, Part 3.10.1.1.1</b> a) Could the Department provide an estimate of the average balances that the account would hold on a monthly basis? b) Will there be a need for the following:	a) This information is unknown at this time. b) This is for vendors to determine and propose.



No.	Question	Answer
	<ul style="list-style-type: none"> <li>• More than one operating account; and/or</li> <li>• A Sweep account?</li> </ul>	
57.	<p><b>Section 3, Subsection 3.10, Paragraph 3.10.1, Subparagraph 3.10.1.1, Part 3.10.1.1.1.</b></p> <p>a) Please define the term “a NH bank.”</p> <p>b) Does the bank need to be incorporated in the State of New Hampshire?</p> <p>c) Does the Bank need to have its headquarters in the State of New Hampshire?</p> <p>d) Does the Department require a daily automated transfer via ACH to be sent to another financial institution?</p> <p>e) Would the Department accept an automated wire instead of an ACH?</p>	<p>a) A bank chartered in NH.</p> <p>b) Please see NH statutes related to banking under Title XXXV: Banks and Banking; Loan Associations; Credit Unions.</p> <p>c) No.</p> <p>d) This is for vendors to determine and propose.</p> <p>e) This is for vendors to determine and propose.</p>
58.	<p><b>Section 3, Subsection 3.10, Paragraph 3.10.1, Subparagraph 3.10.1.2, Part 3.10.1.2.3</b></p> <p>Does the Department require the SDU to redeposit a returned check on the first return?</p>	<p>This is for vendors to determine and propose.</p>
59.	<p><b>Section 3, Subsection 3.10, Paragraph 3.10.1, Subparagraph 3.10.1.2, Part 3.10.1.2.5.</b></p> <p>Is the reference to the CD/ROM electronic medium related to employers who remit income withholding payments via CD/ROM?</p>	<p>No.</p>



No.	Question	Answer
60.	<p><b>Section 3, Subsection 3.11, Paragraph 3.11.1, Subparagraph 3.11.1.1</b></p> <p>a) Is there more than one file format that needs to be transmitted each business day by 6:00 pm EST?</p> <p>b) Can the Department provide the layout of the required collections file format(s)?</p> <p>c) Can the Department receive multiple files each business day?</p>	<p>a) No.</p> <p>b) See Addendum 3 and Attachment #2, Collection, Receipt, Disbursement, and Validation File Formats.</p> <p>c) Yes.</p>
61.	<p><b>Section 3, Subsection 3.11, Paragraph 3.11.1, Subparagraph 3.11.1.1</b></p> <p>a) Can the Department receive multiple files each business day?</p> <p>b) Please clarify whether the selected Vendor must transmit one daily file containing both keyed and electronic receipts information, or two separate daily files (one for keyed receipts and one for electronic receipts).</p> <p>c) Please provide the current data elements and file format for the receipt file(s), the disbursement file, and the validation file and/or load?</p>	<p>a) Yes.</p> <p>b) This is for vendors to determine and propose.</p> <p>c) See Addendum 3 and Attachment #2, Collection, Receipt, Disbursement, and Validation File Formats.</p>
62.	<p><b>Section 3, Subsection 3.11, Paragraph 3.11.2, Subparagraph 3.11.2.2</b></p> <p>Is the Department willing to consider allowing Vendor to determine the appropriate disbursement method for each</p>	<p>This is for vendors to determine and propose.</p>



No.	Question	Answer
	payee?	
63.	<b>Section 3, Subsection 3.11, Paragraph 3.11.3, Subparagraph 3.11.3.1</b> What would the Department consider comprehensive for the drug screen?	The Department would accept a 5-Panel Drug Test, which tests for marijuana, opiates, PCP, cocaine and amphetamines and which is used by the Department of Transportation (DOT) for safety-sensitive positions that are regulated by DOT agencies.
64.	<b>Section 3, Subsection 3.13</b> a) Would the Department please provide additional details on requirement 3.13? b) What types of reports is the Department requesting pertaining to Regulation E? c) Does the Department want debit card reporting processes and capabilities covered in response to this section?	a) See 12 CFR 205 Regulation E. b) See 12 CFR 205 Regulation E. c) Yes.
65.	<b>Q13</b> Please confirm Q13 relates only to Section 3.8.3 and not to 3.8 in its entirety.	See Addendum #3
66.	<b>Section 3, Subsection 3.14, Paragraph 3.14.6</b> Please confirm that the requirement is for SSAE 16 instead of SSAE 18.	See Addendum #3
67.	<b>Section 3, Subsection 3.17, Paragraph 3.17.6</b> Is the single audit requirement in Section 3.17.6 in addition	Yes.



No.	Question	Answer
	to the SSAE requirement?	
68.	<b>Section 3, Subsection 3.18, Paragraph 3.18.3, Subparagraph 3.18.3.1.</b> Can the Department clarify the need for the Vendor need to have Grant management experience?	Grant management is one of several factors utilized to complete the risk analysis.
69.	<b>Section 4, Subsection 4.1, Paragraph 4.1.1, Subparagraph 4.1.1.1.</b> What is the estimated funding source, or budget for this project?	See Subparagraph 4.1.1.1.
70.	<b>Section 4, Subsection 4.1, Paragraph 4.1.2.</b> a) Please confirm the selected Vendor will be paid postage costs as a pass through? b) Please confirm the selected Vendor will be paid banking fees as a pass through?	a) Confirmed. b) Confirmed.
71.	<b>Section 4, Subsection 4.1, Paragraph 4.1.2, Subparagraph 4.1.2.6, Part 4.1.2.6.1.</b> a) What is the process for determining whether an error was made by Vendor or by remitter? b) What are the procedures for recoveries for incorrect postings and payment processing errors? c) If Department allows recoupment from future payments, what percentage of the future payment is applied towards the outstanding misapplied balance?	a) This is for vendors to determine and propose. b) These are for vendors to determine and propose. c) In the event that the Department misapplies a payment, 20% is the standard recoupment, except for recoupment of federal offset receipts, which is 50% of future payments. d) The Department does not allow recoupment for misapplied payments by the vendor.



No.	Question	Answer
	<p>d) What is the current recoupment percentage of misapplied payments by the selected vendor?</p> <p>e) Could the Department provide the aggregate amount of annual misapplied payments incurred by the current Vendor in the prior three years?</p>	<p>e) This information is not available at this time.</p>
72.	<p><b>Section 4, Subsection 4.1, Paragraph 4.1.2, Subparagraph 4.1.2.7, Part 4.1.2.7.2.</b></p> <p>Section 3.3.6.10 refers to research work required for incomplete payment information and is of a different nature from Non-Sufficient Funds in Part 4.1.2.7.2. Please clarify.</p>	<p>Subparagraph 3.3.6.10 is relative to work required for incomplete payments. Part 4.1.2.7.2 is relative to non-sufficient funds.</p>
73.	<p><b>Section 4, Subsection 4.1, Paragraph 4.1.2, Subparagraph 4.1.2.7, Part 4.1.2.7.2.</b></p> <p>Has the current Vendor incurred any NSF charges?</p>	<p>This information is unknown at this time.</p>
74.	<p><b>Section 5, Subsection 5.2</b></p> <p>a) Will the Department evaluate Proposers' responses on any submitted appendix other than G (5.2.18)? If yes, how will each additional appendix response be evaluated?</p> <p>b) Will the Department evaluate Proposers' experience and references (Paragraphs 7.2.6 and 7.2.7)? If yes, how will these sections be evaluated?</p> <p>c) Please confirm there are no Questions associated with Sections 3.2, 3.5.1.1-4, 3.5.2, 3.5.7, 3.11, 3.14, 3.15, 3.16, 3.17, and 3.18 and no corresponding evaluation</p>	<p>a) See Paragraph 5.1.1.</p> <p>b) See Subparagraph 7.2.6.1. See Subparagraph 7.2.7.1.</p> <p>c) There are a total of 17 questions in this RFP. Please also see Paragraph 7.2.5.</p>



No.	Question	Answer
	points for responses to these sections.	
75.	<p><b>Section 6., Section 6.13, Subsection 6.13.3.</b></p> <p>a) May we submit our confidential financial statements as a separate password-protected electronic document in addition to following the other instructions of this section?</p> <p>b) Where within our response should the separate letter be included?</p>	<p>a) Yes.</p> <p>b) See Paragraph 6.13.3. The letter should be submitted via separate email.</p>
76.	<p><b>Section 7, Subsection 7.2, Paragraph 7.2.9.</b></p> <p>Must Proposers be registered with the New Hampshire Office of the Secretary of State prior to proposal submission?</p>	No.
77.	<p><b>Section 7, Subsection 7.2, Paragraph 7.2.11</b></p> <p>a) Please confirm all Appendices that must be submitted with the Technical Proposal.</p> <p>b) May vendors include responses to questions in Section 3 within their Proposal Narrative, Project Approach, and Technical Response required under Section 7.2.5?</p>	<p>a) See Addendum #3.</p> <p>b) See Addendum #3.</p>
78.	<p><b>Section 7, Subsection 7.2, Paragraph 7.2.11, Subparagraph 7.2.11.2., Part 7.2.11.2.1</b></p> <p>Please clarify the audited financial statements requirement?</p>	See Addendum #3.



No.	Question	Answer
79.	<p><b>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.11, Subparagraph 7.2.11.2, Part 7.2.11.2.5.</b></p> <p>Could the Department specify on what should be provided in response to the Budget Narrative?</p>	See Addendum #3.
80.	<p><b>Appendix A</b></p> <p>Please confirm that Appendix A does not need to be returned with the text boxes completed.</p>	Confirmed.
81.	<p><b>Appendix A, Form P-37, General Provisions and Standard Exhibits, Paragraph 7, Personnel, Subparagraph 7.2.</b></p> <p>Will the Department please consider revising the language regarding Non-Hire/Non-Solicitation to make it mutual to both parties?</p>	No.
82.	<p><b>Appendix A, Form P-37, General Provisions and Standard Exhibits, Paragraph 13, Indemnification</b></p> <p>a) Will the Department please consider revising the indemnification obligations so Vendor is only required to indemnify for liability that is directly caused by Vendor's breach of contract or its own fault or negligence?</p> <p>b) Vendor requests that the Department amend this section to clarify that the Vendor shall not be required to indemnify the Department if the liability was caused by actions outside Vendor's control and requests the</p>	<p>a) No.</p> <p>b) Yes. However, the Department does not guarantee that proposed modifications will be accepted.</p>





No.	Question	Answer
	<p>inclusion of the following sentence following the first sentence: <i>“Contractor shall not indemnify for that portion of any claims, liabilities or costs arising hereunder due to the negligent act or omission of the State of New Hampshire, its officers, agents, representative, employee, successors and assigns.”</i></p>	
83.	<p><b>Appendix A -P37, Section 14 Insurance, Subsection 14.1 Paragraph 14.1.1</b></p> <p>Would the Department consider the addition of Limitation of Liability language to the Standard Contract as follows:</p> <p><i>“Except for claims for bodily injury (including death), injury to tangible personal or real property, contractor’s liability under this contract shall be limited to two (2) times the annual contract price.</i></p> <p><i>Contractor shall not be liable for any consequential, special, indirect, incidental, punitive or exemplary damages.”</i></p>	<p>No. However, the Department is open to negotiating these terms with the selected Vendor.</p>
84.	<p><b>Appendix A, Exhibit A Revisions to Standard Agreement Provisions, Subsection 1.3</b></p> <p>a) Will the Department please consider limiting Vendor’s liability for direct damages to an amount equal to three times the annual payments paid or payable by the Department to the selected Vendor?</p> <p>b) Will the Department also please consider revising the exclusion of consequential, indirect, incidental, special</p>	<p>a) No.</p> <p>b) No.</p>



No.	Question	Answer
	and punitive damages clause in the contract to make it mutual to both parties?	
85.	<p><b>Appendix A, Exhibit A Revisions to Standard Agreement Provisions, Section 1, Subsection 1.5</b></p> <p>In the event the Department opts to terminate the contract in part due to no fault of the Vendor, will the Department please consider negotiating an equitable adjustment in price for the remaining Services that will continue to be performed under the Contract?</p>	<p>Yes. However, the Department does not guarantee that proposed modifications will be accepted.</p>
86.	<p><b>Appendix A, Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Subsection 1.5:</b></p> <p>Would the Department consider the following modifications to this section:</p> <p>a) Modification of the second sentence in Subsection 9.1 as follows:</p> <p><i>“The State shall be liable for cost of all Services <b>performed</b> and Deliverables for which Acceptance has been given by the State, provided through the date of termination but will not be liable for any costs for incomplete Services or winding down the Contract activities.”</i></p> <p>b) The addition of the following sentence at the end of Subsection 9.1:</p> <p><i>“The Contractor shall be paid through the date of such suspension.”</i></p>	<p>a) No.</p> <p>b) Yes. See Addendum #3</p> <p>c) Yes. See Addendum #3.</p> <p>d) Yes. See Addendum #3.</p> <p>e) Yes. See Addendum #3.</p>



No.	Question	Answer
	<p>c) Would the Department consider a modification to paragraph 9.2.1 as follows:</p> <p><i>“Upon termination of the Contract, the Department, in addition to any other rights provided in the Contract, may require Contractor to deliver to the Department any property, including without limitation, <del>Software</del> and Written Deliverables, for such part of the Contract as has been terminated, <b>but excluding Contractor’s pre-existing proprietary software and associated documentation. The State shall not have any residual rights to such property beyond this Contract.</b>”</i></p> <p>d) Would the State consider a modification to Subparagraph 9.2.2.3 as follows:</p> <p><i>“Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Contractor and in which the State has an interest, <b>excluding Contractor’s pre-existing proprietary software. The State shall not have any residual rights to such property beyond this Contract;</b>”</i></p> <p>e) Would the State consider a modification to Subparagraph 9.2.2.5 as follows:</p> <p><i>“Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State, <b>excluding Contractor’s pre-existing proprietary software. The State shall not have any</b></i></p>	



No.	Question	Answer
	<i>residual rights to such property beyond this Contract;</i>	
87.	<p><b>Appendix A, Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Subsection 1.5</b></p> <p>a) Can the Department expand on the definition of “Transition Services” as utilized in 9.2.3? Is it intended to include all services to be performed under the contract?</p> <p>b) In the event transition services are requested by the Department at Contract expiration, will this section control, or will it be governed by Appendix G, paragraph 4.6.3? These two sections have different periods for possible transition services.</p> <p>c) If transition services are requested at Contract expiration or termination, Vendor requests that it be compensated accordingly and requests “at no additional cost” be stricken from this section, and that the Contractor be paid for such transition services at the prices in effect at the time the Contract expires or is terminated.</p> <p>d) Based on the Contractor’s ability to extend certain related contracts, i.e. lease, Vendor requests that the provision of any termination services be upon mutual agreement of the parties.</p>	<p>a) See Addendum #3.</p> <p>b) See Addendum #3.</p> <p>c) The Department may negotiate these terms with the selected Vendor.</p> <p>d) The Department may negotiate these terms with the selected Vendor.</p>
88.	<b>Appendix A, Exhibit A, Revisions to Standard Agreement Provisions, 2.1, 2.1.1.</b>	Appendix A, Exhibit A Revisions to Standard Agreement Provisions, is a standard template which will be finalized



No.	Question	Answer
	Is there missing information in this Exhibit?	with the selected vendor.
89.	<b>Appendix A, Exhibit K, Paragraph I Responsibilities of DHHS and the Contractor</b> Would the Department please clarify what they consider “confidential,” which requires a method of secure data transmission (i.e., encryption, certified mail)?	Confidential information is any Personal Identifying Information (PII) or Personal Health Information (PHI).
90.	<b>Appendix C, Addendum to CLAS Section of RFP for Purpose of Documenting Title VI Compliance</b> a) Please confirm the SDU will have no interaction with citizens except for prepaid card CLAS interactions. b) Besides English, what languages need to be provided for NH clients?	a) Please see RFP Section 3 Statement of Work, Subsection 3.6, Paragraph 3.6.2, Subparagraph 3.6.2.1, and Section 3, Subsection 3.7, and Section 3, Subsection 3.8. b) This is for vendors to determine and propose.
91.	<b>Appendix D, Price Schedule</b> a) Should 2. Disbursement Processing Services, include a category for direct deposit disbursements? b) Will Banking Services remain a pass through cost to the Department? c) Will the postage costs remain a pass through to the Department? d) Can the Department please provide the monthly volumes for the last twelve months of the following: <ul style="list-style-type: none"> <li>total number of debit cards;</li> <li>total number of active debit cards;</li> <li>total number of in-network ATM withdrawals;</li> </ul>	a) This is for the vendor to determine and propose. b) Yes. c) Yes. d) This information is unknown at this time.



No.	Question	Answer
	<ul style="list-style-type: none"> <li>• total number and amount of all ATM withdrawals;</li> <li>• total number of ATM balance inquiries;</li> <li>• total number and amount of deposits;</li> <li>• total number and amount of signature POS transactions;</li> <li>• total number and amount of PIN POS Transactions;</li> <li>• total number of bank teller transactions;</li> <li>• average length of IVR call;</li> <li>• average length of CSR call;</li> <li>• volume of Spanish CSR calls;</li> <li>• average hold time; and</li> <li>• average abandonment rate.</li> </ul>	
92.	<p><b>Appendix D, Price Schedule</b></p> <p>a) Should the pricing reflect January 1, 2022 – June 30, 2027? And July 1, 2027 – Dec 31, 2032?</p> <p>b) Can the Department provide the monthly volumes for the prior three years for each item in the Appendix D, Price Schedule?</p>	<p>a) See Addendum #3 and Attachment #4, Appendix D, Price Schedule Addendum #3.</p> <p>b) This information is unknown at this time.</p>
93.	<p><b>Appendix E, Program Staff List</b></p> <p>a) Is the Program Staff List intended to be a comprehensive listing of all operations staff for what we propose for the New Hampshire SDU?</p> <p>b) Should the list include all position levels?</p>	<p>a) Yes.</p> <p>b) Yes.</p>



No.	Question	Answer
94.	<p><b>Appendix G, SDU Information Technology Provisions Statement of Work</b></p> <p>a) Please confirm that the Department is requesting a narrative response only to Section 5 and its subsections.</p> <p>b) Given the page limits for responses to Appendix G, please clarify if the Department is requiring the plans mentioned in Appendix G to be included with the proposal?</p> <p>c) Where should proposer include a copy of the solution license as specified in Section 4.1 of Appendix G?</p>	<p>a) Confirmed.</p> <p>b) Please respond to each section within the specified page limits. Mark any duplicative information as “duplicate”.</p> <p>c) Please include the license as page 1 of vendor’s response to Section 5, Topic 7 Business Continuity. See Addendum #3.</p>
95.	<p><b>Appendix G, Section 3, Statement of Work, Subsection 3.1, Transition Work Plan</b></p> <p>Would the Department please clarify what is meant by “payment schedule” in this sentence?</p>	<p>Addendum #3.</p>
96.	<p><b>Appendix G, Section 4 General Terms, Subsection 4.6, Paragraph 4.6.3.</b></p> <p>a) Would the Department consider modifying language to reflect any contract extension shall be by mutual agreement?</p> <p>b) If yes, would the Department agree to provide ninety (90) days’ notice of a request to extend, and allow Vendor 20 days after receipt of notice to respond to the Department’s request?</p> <p>c) Would the Department agree to provide Vendor with 6</p>	<p>a) See Appendix A, Form P-37 General Provisions.</p> <p>b) Yes.</p> <p>c) Yes.</p>



No.	Question	Answer
	months' notice of any contract extension?	
97.	<b>Appendix G, Section 4, Subsection 4.6.</b> Please clarify the contract term.	See Addendum #3.
98.	<b>Appendix G, Section 4, General Terms, Subsection 4.6, Paragraph 4.6.5, Subparagraph 4.6.5.1</b> Would the Department consider modifying subsection 4.6.5.1 to add the following at the end of the subsection? <i>"..., excluding Vendor's pre-existing, proprietary software and licenses of any third-party software used to perform services. The Department shall not have any residual rights to such property beyond this Contract."</i>	The Department may negotiate these terms with the selected Vendor.
99.	<b>Appendix G, Section 4, Subsection 4.6, Paragraph 4.6.5, Subparagraph 4.6.5.2</b> Would the Department consider modifying subsection 4.6.5.2 to add the following at the end of the subsection? <i>"..., excluding such items as they relate to Vendor's pre-existing, proprietary software. The Department shall not have any residual rights to such property beyond this Contract."</i>	The Department may negotiate these terms with the selected Vendor.
100.	<b>Appendix G, Section 4, Subsection 4.6, Paragraph 4.6.6, Subparagraph 4.6.6.1</b> Would the Department consider modifying this subsection to add the following at the end of the subsection?	The Department may negotiate these terms with the selected Vendor.





No.	Question	Answer
	<i>"..., excluding Vendor's pre-existing, proprietary software. The Department shall not have any residual rights to such property beyond this Contract."</i>	
101.	<p><b>Appendix G, Section 4, Subsection 4.6, Paragraph 4.6.6, Subparagraph 4.6.6.2</b></p> <p>Would the State consider modifying this subsection to clarify that it applies to State owned data?</p> <p><i>"... all State-Owned documents and data and information as defined in section 4.3 of the RFP..."</i></p>	No.
102.	<p><b>Appendix H Technical Requirements</b></p> <p>Can you provide Appendix H as an editable format?</p>	Yes. See Attachment #5, Appendix H, Technical Requirements
103.	<p><b>Appendix H Technical Requirements</b></p> <p>Is Appendix H scored?</p>	No. Please see RFP, Section 5 Proposal Evaluation, Subsection 5.1 and Subsection 5.2.
104.	<p><b>Appendix H Technical Requirements, Application Requirements A2.20</b></p> <p>This mandatory requirement indicates the "provider shall use Web services exclusively to interface with the Department's data in near real time when possible." The RFP otherwise includes requirements for the exchange of data by FTP file transfer. Can the Department please clarify the requirements for the use of web services and FTP? Are certain data exchanges required to be accomplished by FTP and others by web services?</p>	The selected Vendor will be provided with a personal secure FTP site to be used by the Department for uploading and downloading files if applicable.



No.	Question	Answer
105.	<b>Appendix H Technical Requirements, H2.6</b> Requirement seems to indicate that Tape is the required backup medium. Would the Department be open to an alternative backup approach?	Yes, the Department will consider other methods that are compliant with the resulting agreement.
106.	<b>Appendix H Technical Requirements, H1.11 and H1.12 Appendix K</b> Appendix H specifies the requirement is for a SOC 2 audit. Appendix K specifies a SOC 1 Type 2 audit. Can the Department confirm the audit requirement is for a SOC 2 audit?	See Addendum #3 and Attachment #5
107.	<b>Appendix H Technical Requirements, Hosting-Cloud Requirements H4.10</b> Is the "Total Contract Item Price" referenced in the formula meant to be the total price per State Fiscal Year or the total price across the full length of the contract?	Total price per State Fiscal Year.
108.	<b>Appendix K</b> a) Please confirm the State is requiring an SSAE 18. b) If new Vendor is awarded contract, does the Department wish to receive its first contractual SSAE 18 SOC 1, Type 2 report in July of 2022 in July of 2023?	a) Confirmed. See Addendum #3 and Attachment #5 b) July of 2022.
109.	<b>General</b> Could the Department provide the current SDU operations	For information regarding the current contract, please see Governor and Executive Council Agenda Meeting 12/21/16,



No.	Question	Answer
	staffing broken down by the number of full-time equivalents by position type?	#14A; <a href="https://sos.nh.gov/december-21-2016/">https://sos.nh.gov/december-21-2016/</a>
110.	<b>General</b> Will the selected Vendor be required to perform adjustments or any other updates in the Department's CSE system, NECSES?	No.
111.	<b>General</b> Please provide the Department's record retention requirements for when to destroy financial instruments and source documents.	See Subparagraph 3.3.6.5. and Subparagraph 3.10.1.4.
112.	<b>General</b> Is there a current contract for these services?	For information regarding the current contract, please see Governor and Executive Council Agenda Meeting 12/21/16, #14A; <a href="https://sos.nh.gov/december-21-2016/">https://sos.nh.gov/december-21-2016/</a>